

AT THE AIRPORT



ARRIVALS

BAGGAGE
CLAIM

BOARDING
PASS

SECURITY
CHECKPOINT

INFORMATION
DESK

DEPARTURES

PASSPORT





**CHECK-IN
COUNTER**

**PASSPORT
CONTROL**

PILOT

PASSENGER

**BOARDING
GATE**

**EXCHANGE
OFFICE**

**CUSTOMS
CONTROL**

**FLIGHT
ASSISTANT**

SEAT



1. Watch the video and answer the questions:



Where is he flying to?

.....

Is there any problem with the flight?

.....

What time is the flight scheduled to depart?

.....

Does he have any luggage to check in?

.....

Does he have any carry on luggage?

.....

Does he prefer a window seat?

.....

What gate will the flight depart from?

.....

What is the flight boarding time?

.....

2. Complete the conversation using the words on the right:

Clerk: Good afternoon. Where are you today?

Passenger: I'm flying to Stockholm.

C: May I see your, please?

P: Yes. Here you are... Do you need to see my

C: No, I don't. Unfortunately, your has been It's now to at 6pm.

P: Oh, well. That's not too bad.

C: I'm sorry for the inconvenience.

P: That's OK.

C: Are you any bags today?

P: Yes, I have one bag to check and one bag to

C: Have you left your bags at any time?

P: No, I've always had my bags with me.

C: OK. That's good. ... Right now, you have a Would you prefer a or an

P: Er... an, please.

C: OK. Here's a new and your

P: Thanks.

C: Go through and your to Stockholm will depart from B25. The flight at 5.30.

P: B25... OK. Thank you.

unattended
depart
security
boards
middle seat
checking in
delayed
aisle seat
aisle seat
boarding pass
boarding pass
passport
carry on
baggage claim
scheduled
gate
gate
flying
window seat
flight
flight

1 This is the place at the airport where you have to show your passport to the immigration officer.

2 Here you collect your luggage after you arrive at your destination.

3 If you are flying a long journey, probably you will have to take more than one flight.

4 The airport is a public place. Therefore, anybody can use this facility.

If you are at the airport waiting for someone, you will probably be looking at the _____ board.

The area where all passengers belongings are sent.

If you are at the airport waiting for your flight, you will probably be looking at the _____ board.

Here you can see if your luggage is on the weight limit and get your boarding pass.

5

6

7

8

AT THE AIRPORT



Can I have your **ticket**, please?
How much **luggage** do you have?
How many **suitcases** have you got?
This is my **hand luggage**.
Can I have a **seat** next to the window?
Here's your **boarding pass**.
Where is **passport control**?
Follow the **signs**.



Can I see your **passport**, please?
Where can I get a **trolley** for my luggage?
Where is the **information desk**?
Which gate for **flight number**...?
The **gate number** is on the **departure board**.
How much **hand luggage** can I have?
Now go through **passport control**.
Wait for the **flight** in the **departure lounge**.
Check the **departure gate**.

It's now **boarding**.
The flight is **delayed**.
This is the **last call**.
Please **board** the plane.
Where is the **arrival hall**?
I have nothing to **declare**.
Do I have to pay **customs duty** on this?
How much is it?
How many can I bring in **duty-free**?



1. hand

2. boarding

3. passport

4. duty

5. departure

6. arrivals

7. last

8. gate

9. delayed

10. information

a. free

b. luggage

c. number

d. lounge

e. control

f. flight

g. board

h. pass

i. desk

j. call



Answer the questions according to the information from the boarding pass.

- 1- What is the name of the passenger?
- 2- What is the destination?
- 3- What is the number of the flight?
- 4- What time does the flight departs?
- 5- What is the date of the flight?
- 6- The seat number is
- 7- He is flying on class
- 8- is the number of the gate.
- 9- He should be at the boarding gate before
- 10- He is flying to



Air Lines ✈

BOARDING PASS

PASSENGER NAME Mr. John Doe **DATE** 11.03.17

FROM New York, USA **TIME** 21:25

TO Rome, Spain

FLIGHT I124 **DATE** D4 **SEAT** 31B

PASSENGER Mr. John Doe

FROM New York, USA

TO Rome, Spain

FLIGHT I124 **JFK → ROM**

Air Lines

IMPORTANT NOTE: You should be at the boarding gate before 20:05



AIRLINE RULES

BOARDING RULES

LOBBY RULES

MAIN INFORMATION

- **FLIGHT** I124
- **GATE** D4
- **SEAT** 31B
- **CLASS** E

Air Lines

30% of people have experienced delays or cancellations with their flight



